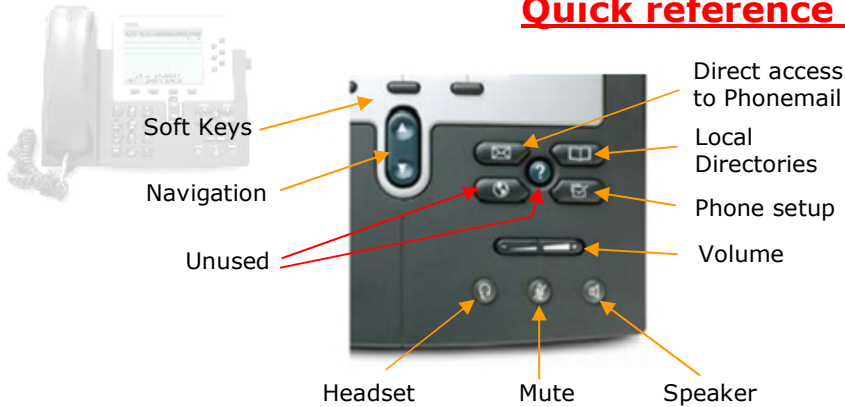


Quick reference guide



To place a call

Press the **New Call** soft key, dial the number, unhook the handset and wait or press the **Dial** soft key.

To transfer a call

During the call press the **More** soft key, then press the **Transfer** soft key. Dial the destination number and press the **Dial** soft key. When in communication with destination press the **Transfer** soft key

To make a blind transfer

During the call press the **More** soft key, then press the **BlndXfr** soft key. Dial the destination number and press the **Dial** soft key.

To make a conference call

During a call press the **More** soft key, then the **Confrn** soft key. Dial the other destination and press the **Dial** soft key. After connection press the **Confrn** soft key again.

To place a call from Call history or Personal directory

Press the local directories button, scroll to the list you want to use with the navigation button and press the **Select** soft key. Scroll to the number you want to dial using the navigation button and press the **Select** soft key. Press the **Dial** soft key.

Features Access Codes

21	Call Forwarding Unconditional Activation	*68*	Call Park
#21#	Call Forwarding Unconditional Deactivation	*88*	Call Park Retrieve
67	Call Forwarding Busy Activation	*82#	Call Pickup
#67#	Call Forwarding Busy Deactivation	#43*	Cancel Call Waiting
61	Call Forwarding No Answer Activation	*82*	Directed Call Pickup
#61#	Call Forwarding No Answer Deactivation	*26#	Do Not Disturb Activation
31	Calling Line ID Delivery Blocking per Call	#26#	Do Not Disturb Deactivation
#31*	Calling Line ID Delivery per Call		

Voice mail PhoneMail™

Action type	Own phone	Other phone
Consultation	1230	+32 78 15 1230
Configuration	1231	+32 78 15 1231
Direct deposit	1232	+32 78 15 1232

For more info	0800 22 200 (NL) 0800 33 200 (FR)
For problems	0800 22 100 (NL) 0800 33 100 (FR)

Remarks:

- It is not possible to listen to your voice mails before having carried out the initial configuration.
- In order to have calls transferred to your voice mailbox, you have to activate (or have it activated by your administrator) the "Third-Party Voice Mail Support" feature on the ITS web management portal.

Frequently Asked Question - FAQ

- **To place a call** from the phone (or the CommPilot CallManager or the Microsoft Outlook Assistant), always start with "0" then the number to dial with the prefix (e.g. **002** 722 12 34). The international format is also accepted instead of the "0" (e.g. **+32** 2 722 12 34). This only applies to calls outside your group number range and without use of short numbering.
- **Placing a conference call from the phone**, when terminating the call, the other two parties stay in communication.
- **Placing a conference call from the CommPilot CallManager or the Microsoft Outlook Assistant**, when terminating the call, the other two parties do not stay in communication.
- Access the **web management portal** to configure your features via <https://81.245.3.244> or <https://81.245.3.245>. These addresses are only accessible from an Explore VPN or teleworking connection.

For a complete phone manual, go on www.belgacom.be/its/ and click on **products**.

To report a problem, please contact your administrator: _____.

To contact directly Belgacom, be sure to have at your disposal your site DSID number _____ before calling the **0800 14 888**.